

CHUSVN COMPANY LIMITED

SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom – Happiness

No: ____ /2021

Ho Chi Minh City, _____ 2021

OPERATION REGULATIONS OF CHUS.VN

E-COMMERCE TRADING FLOOR

Realizing the potential of products from different regions in Vietnam, Chus.vn e-commerce trading floor is created to share these precious treasures with the world, bring them the opportunity to be known and loved by everyone.

"Honesty and diversity" are the most perfect words to describe the beauty of life in Vietnam. Every time we set foot on new towns, no matter which province/area is, we always encounter many charms coming from the local cuisine, unique specialties and handicrafts with noticeable Vietnamese features. At the same time, the cultural diversity in many major cities today is also making the room for the explosion of international products and services in Vietnam, which brings about many opportunities to look forward to in the future.

Because of that, Chus.vn e-commerce trading floor was established with the desire to promote these wonderful products to every family and introduce a part of Vietnamese beauty to international members, customers and friends.

I. General principles

Chus.vn e-commerce trading floor ("**Chus.vn**" or "**Website**") is set up and operating by CHUSVN COMPANY LIMITED ("**CHUSVN**"). Members on the Website are traders, organizations and individuals having legitimate trading activities and officially recognized by CHUSVN as well as permitted to use the services provided by CHUSVN and related parties.

This principle is applied to members who register, participate in providing products and services on Chus.vn.

Traders, organizations and individuals participating in transactions at Chus.vn independently agree through contracts, which is on the basis of respecting the legitimate rights and interests of other parties involved in the purchase and sale of products and services, in which there is not contrary to the provisions of the law.

Information about traders, organizations and individuals who are members of Chus.vn must be transparent and accurate.

Products and services participating in transactions on Chus.vn must fully satisfy the provisions of relevant laws, not falls in the cases of business ban, advertising ban in accordance with the law.

Activities of trading goods and services through Chus.vn must be made publicly and transparently, ensuring the interests of consumers.

All contents in this Regulation must comply with the current legal system of Vietnam. Members participating in Chus.vn must study their legal responsibilities for the current laws of Vietnam and commit to comply with the content of the Regulation of Chus.vn.

II. General regulations

Domain name of e-commerce trading floor:

Chus.vn e-commerce trading floor is developed by CHUSVN COMPANY LIMITED with the name called: Chus.vn (hereinafter referred to “**Chus.vn**”).

CHUSVN COMPANY LIMITED was established and operating under the Enterprise Registration Certificate No. 0316713818 issued by the Department of Planning and Investment of Ho Chi Minh City on 09 February 2021.

General definitions:

Seller: includes traders, organizations, individuals having legitimate trading activities and permitted to use the services of CHUSVN and related parties by CHUSVN. Through Chus.vn, Seller(s) create a booth to display, introduce and perform other activities to provide Products to Buyers.

Buyer: includes traders, organizations and individuals that register an account on Chus.vn to buy products and services of Seller on Chus.vn.

Products: includes the goods that the Seller is selling and providing on Chus.vn.

The Board of Management of Chus.vn or the Board of Chus.vn: is the development and operation team of the Chus.vn project, authorized by CHUSVN COMPANY LIMITED to be responsible for managing Chus.vn and other relevant issues.

Member: includes both Seller and Buyer

- Member must initially declare information of relevant individual to be officially recognized by the Board of Chus.vn and allowed to use the services.
- When Member registers membership of Chus.vn, such Member is advised to understand that:
 - + Member can create or be granted an account to use or operate.
 - + Member can receive information about products and activities (if any) from Seller and CHUSVN.

The entire content of this Regulation complies with the current provisions of Vietnam. Member participating in Chus.vn must study their legal responsibilities for the current laws of Vietnam and undertake to comply with the content of the Regulation of Chus.vn.

- Transaction process

a. *Process of purchasing on Chus.vn*

When having a need to buy products on Chus.vn, Buyer conducts the following steps below:

Step 1: Register and Log in to the Buyer's account on Chus.vn

Step 2: Buyer searches and refers to the information, prices, pictures of products and information of Seller's booth that Buyer is interested in.

Step 3: Buyer refers to specific information on models, details, product reviews, supporting terms and conditions of the party selling products the Buyer desires to buy (can refer to similar items of other Seller(s) on Chus.vn to make a decision of buying such product);

Step 4: Based on the information referred from Seller, Buyer can make decision to order online by clicking "Buy Now" or "Add to Cart" button to order more Products;

Step 5: Buyer checks the order information before making payment

Step 6: Buyer checks the delivery information and payment methods

Step 7: Select "Complete payment" button to make payment under the form of payment integrated on Chus.vn or any other payment method allowed by CHUSVN. After the payment is completed, the system will notify the successful order.

Step 8: Buyer receives the Products from the delivery agency;

Step 9: Buyer may make a complaint according to the published Complaint Settlement Policy (if any).

2. *Seller's Process*

Step 1: To become a Seller and sell products on Chus.vn, Seller shall contact CHUSVN or CHUSVN will search and send a request for cooperation to the Seller.

CHUSVN's Sales Department will re-contact the Seller to get more information about the cooperative enterprise according to the template, including:

- (1) The name and head office address of the traders, organizations or the name and permanent address of individuals;
- (2) Number, date and place of issuance of trader's enterprise registration certificate , or number, date of issuance and agency issuing the organization's incorporation decision, or personal tax of individuals; and
- (3) A phone number or another online contacting method. CHUSVN will confirm Seller's information (*may require supporting documents if necessary*)

Step 2: CHUSVN and Seller sign a Seller Contract. Within 7 - 10 working days from the Effective Date, the Board of Chus.vn will create an account for Seller to log in to the booth. By using the provided account, Seller will create a booth at Chus.vn and be approved by the Board of Chus.vn to access the Seller's management system.

Step 3: By this account, after logging, Seller publishes Products' information and Seller's information in accordance with the regulations on posting.

Step 4: After being posted, the products will be returned to pending state. When the Board of Chus.vn completely approves the products, they will be publicly displayed on the Seller's booth.

Step 5: After Buyer made an order through Chus.vn, Seller will receive a notification from CHUS.VN (via email, website) and will log in to Seller's account on the management system to confirm the order and prepare the product.

Step 6: Seller delivers the goods to the corporate delivery agency to deliver to Buyer according to the Buyer's information provided at the order on Chus.vn.

Step 7: Seller tracks the order and/or handles the return process and Buyer's complaint (if any).

Seller can use the functions set in the admin account to track statistics, sales report and revenue, warehouse updates, status of goods, etc.

3. Delivering and transporting policy

The delivery is made by the third parties providing shipping services that CHUSVN signed a contract with.

Goods will be stored at the Seller's warehouse. After confirming Buyer's order, Seller is responsible for packing the product according to the standards to transfer to the delivery agency. Delivery agency will receive goods from Seller and deliver to Buyer.

Delivery cost and surcharges (if any) depend on a number of factors such as the distance from Seller to Buyer, the size and packaging requirements of the products. This fee is calculated and announced by the system at the time Buyer orders and prior to the stage of payment confirmation.

Expected time for delivering domestic products is within 3-7 days depending on each region. For international orders, the delivery time is expected within 30 days.

Seller is responsible for providing information on the costs/surcharges arising (if any) from packaging, delivery. The time to transfer to the delivery agency is calculated from the point the order is received when posting product descriptions on Seller's site of Chus.vn system.

Seller is solely responsible for resolving complaints with Buyer about late delivery or packaging procedures that affect the quality of products, which is caused by Seller's fault.

In case Products are lost or not delivered during the transportation, the delivery agency, Seller and CHUSVN need to cooperate to resolve such problem.

CHUSVN is also responsible for providing information of Seller or Buyer when requested so that they can negotiate with each other to resolve the issue.

4. *Warranty policy*

Products sold by Seller on Chus.vn are committed to have the product quality as announced by the Seller.

Whether there is a warranty policy depends on each Seller and is also clearly stated in the information section of the booth and the products. We recommend that each Seller shall provide a detailed and transparent warranty policy for its products/services when (i) updating products/services on the booth and (ii) supplementing information at the Product's Description (if any).

As regards the Seller's products, CHUSVN is not a direct supplier but only a commercial promotion unit. Therefore, CHUSVN recommends Buyer to check each product type and warranty policy before ordering.

CHUSVN will only support the information within the permitted capacity in case Seller fails to comply with warranty obligations for Buyer and/or the case where a related dispute occurs and one or another party requests to support.

5. *The return policy*

Cases where the return of goods is accepted include:

- ***Products have errors such as:***
 - Wrong quantity
 - Wrong model, color, type
 - Quality is not as described on the Website
 - False goods, poor quality goods

Duration: Allow to return within 3 working days from the receiving date of goods.

In all cases of returning goods due to (i) the detection of false products, defective or damaged packaging or incorrect delivery information and (ii) it is caused by the Seller, the Seller will pay the delivery fee for returning goods

- In cases where the goods do not satisfy with Buyer's expectation (The product description on Chus.vn is not similar to the original):

Duration: Allow to return within 3 working days from the receiving date of goods.

In all cases of returning goods due to the change of the Buyer's mind will not be considered the Seller's fault, so the Buyer will pay the delivery fee for returning goods to the Seller.

The process of returning goods

Buyer sends the feedback and request to Chus.vn through the website or through other means of communication. The Board of Chus.vn will transfer the information to the Seller to receive all the goods into the warehouse and return the appropriate ones. Then, the Seller proceeds to deliver the goods as new orders.

Information on receipt of return request:

Address: G-12A17, Floor 12, The Manor Officetel Complex Building, No. 89 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City

Phone: 0933223853

Email: chusvn2020@gmail.com

To minimize the return of goods caused by the Suppliers, the Seller is responsible for checking the quality of products and packaging. In the event of any claim arising from the Buyer, the Seller is responsible for settling the complaint or dispute and waiving CHUSVN from such claim or dispute;

Both the Buyer and the Seller will themselves discuss and agree with each other in the event of a need for returning. CHUSVN will support information within the permitted capacity in case the Seller fails to fulfill the obligation to return goods to the Buyer and/or there is a related dispute if requested by either party.

6. *The process of settling complaint or dispute*

CHUSVN imposes the Complaint Settlement Policy to support Seller and Buyer, as follows:

a. Duration and method of making complaints

For complaints about quality of product, payment and delivery: Member must submit complaint within 03 working days from the receipt of product or payment. For other complaints, Member may send feedback to contribute to improve Chus.vn when detecting any unclear problem or act having sign of violation.

The methods of making complaints are as follows:

- (i) Send an email to the email address: cskh@chus.vn

- (ii) Call to Hotline: 0906732906
- (iii) Send the direct complaint (Buyer comes in person or submits complaint by post) to this address:
 - Name of unit: CHUSVN COMPANY LIMITED
 - Address: G-12A17, Floor 12, The Manor Officetel Complex Building, No. 89 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City.

b. Order to resolve dispute and complaints

- (i) **Step 1:** CHUSVN's Customer Service Department will receive Member's complaint sent in accordance with the above methods.

CHUSVN will request Buyer and/or Seller to provide the information and evidence relating to transactions and products to verify, clarify the case and take appropriate action.

- (ii) **Step 2:** Based on policies published by CHUSVN, Customer Service Department will answer/respond via email or phone to such Member.
- (iii) **Step 3:** Transfer the result of answer/respond of the complaint to relevant departments if it is a must to (a) receive/return goods for the Member, (b) refund to the Member and (c) the other cases which need support from relevant departments for CHUSVN to resolve benefits for members.

c. Duration of handling complaints

The time for answering/responding complaint is up to 15 working days from the receipt date of the complaint. If the complaining Member has not provided enough information within the time as requested by CHUSVN to resolve the complaint, CHUSVN will understand that Member has abandoned the complaint and the case will be closed when the duration of 15 working days ends without the fault of CHUSVN.

Where it is requested to bring the case to a Competent Authorities by the Member for settlement according to the laws, the handling timeline will follow the settlement timeline of Competent Authorities.

d. Responsibilities of each party:

Parties including Seller, Buyer and CHUSVN will be responsible for actively resolve the issues:

- For the Seller, it is responsible for providing the documents to certify the information related to the case and causing conflicts to customers;
- CHUSVN particularly will listen and receive information from customers (in specific cases we will: request customers to be responsible for providing accurate intangible and tangible information about the conflict arising that need to be resolved and the customer has found himself/herself damaged) then the Seller shall consider and clearly state from which side the fault is made. CHUSVN also consults on the agreement of reimbursement of the two parties as well as the dispute settlement.
- For the Buyer: to provide complete and accurate information and evidence related to transactions and products at the request of CHUSVN to verify, clarify the case and take appropriate action.

e. Solutions:

In case where the fault of Seller has been proved, CHUSVN will send a warning letter, request to reimburse all costs paid by Member to own the goods/services or to return the products, services with the quality announced by the Seller at Chus.vn. If the Seller reoffends, CHUSVN will terminate the contract and remove all of Seller's information from Chus.vn.

In case CHUSVN and the parties have attempted to resolve through negotiation but still not resolved the conflict arising from a transaction between Buyer and Seller, either Buyer or Seller shall have the right to submit the dispute for settlement by the Competent Authorities to ensure the legitimate interests of both parties.

CHUSVN respects and strictly implements the provisions of the law on protecting the interests of the Buyer. Therefore, it is required that Seller must provide the complete, accurate, honest and detailed information related to products and services on Chus.vn. All acts of fraud in business are condemned and must be fully responsible under the laws.

CHUSVN publicizes the mechanism to resolve disputes arising during transactions on Chus.vn. When Buyer purchases goods or services that arise in conflict with Seller or damage legitimate interests.

CHUSVN publicizes the dispute settlement mechanism and process for related parties: dispute settlement under a unified exchange and agreement mechanism. The parties involved will follow the process of indirect communication by phone, confirmation by email. If no mutual agreement has been reached, it will be resolved through face-to-face meeting to concretize the problem and thoroughly solve the problem between the parties for the best benefits.

IV. Payment process

1. Payment process of Buyer on Chus.vn

- Step 1: Buyer searches for the information of products/services of Seller which is posted on Website;
- Step 2: Buyer choose and press the “Order” button;
- Step 3: Buyer choose the payment methods:
 - Cash on delivery (“COD”): Customer make a direct payment to the shipper when receiving the ordered Products
 - Pay online via payment gate such as Alepay, VNPay
- Step 4: Buyer provides the required information to make a payment (applied to online payment) and the system will transfer to the payment gate for Buyer to input the required information and make a payment. After a successful payment or order confirmation, Chus.vn will send the notification confirming the order to Buyer;
- Step 5: Buyer receives the ordered Products from delivery agency.

2. Payment process between Seller and CHUSVN

The Parties will check and reconcile data of successful transactions periodically to make payment of commission fee.

The commission fee is calculated equal an agreed rate of each product made on the marketplace of Website **multiple** listed selling price of such Product (inclusive of taxes) with the payment schedule as follows:

- **Checking data:** On the 25th of every month, the Seller sign in to the Seller panel to output

the database of previous month (transactions made from 12:00 AM of 25th of previous month to 12:00 PM of 24th of month checking) and doing compare and checking with CHUSVN's system about successful transactions of which Buyers bought the Seller's Product;

- **Signing reconciliation minutes:** Within 5-7 working days as from the date of completing of checking data, Seller and CHUSVN shall sign a reconciliation minutes.
- **Payment term**
 - (i) Payment will not be later than the 15th of the following month. In the case of the date of payment is not a Working Day, the payment will be made on the next Working Day; and
 - (ii) Each Parties will be borne bank charge and relevant tax obligation of each parties.
- The Seller has responsible for issue invoice to buyer as the applicable law.
- Commission rate: as agreed with each Seller under the Seller Contract.

Payment method: Wire Transfer.

Unit: CHUSVN COMPANY LIMITED

Account: 19036930200013

Bank: Vietnam Technology and Commercial Joint Stock Bank ("Techcombank") - Ho Chi Minh Branch

V. Transactions security

Chus.vn builds up a transaction security mechanism as follows:

CHUSVN uses the business due diligence to protect Member's payment information and personal information. In order to ensure that the transaction is completed successfully, and to minimize the risks that may arise, CHUSVN strictly follows the following procedures:

- Member protection: The ordering system is designed in a way that this cannot be operated until the system ensures the safety of Buyer's information when placing an order.
- As soon as Member clicks on the 'Order' button of the browser, the order will be in safe mode. All data relating to Member's order, including all personal information and payment details, will go through all encoded standards of CHUSVN.

- Member should not give details about payments of products to anyone via email or any other methods. CHUSVN is not responsible for any loss that Member may incur as a result of the exchange of information related to the payment by any methods.
- Member is not allowed to use any programs, tools, or any other form of interference in CHUSVN's system or change data structures. Absolutely no distribution, disclosure or usage of any activity to interfere with, damage, or violate the background of business activities on the Website of CHUSVN. All violations will be handled according to the terms of this regulation and the provisions of relevant laws.
- All parties participating along with CHUSVN must keep all information of transactions confidential, unless otherwise required by laws.

Payment security

For online payment, CHUSVN integrates with payment gateways to ensure transaction security for Buyer. When paying online, customer's payment information such as payment card number, account number, issuance date, expiration date, CVV number will not be saved on CHUSVN's system. After placing an order and the Buyer chooses any payment gateway, the CHUSVN's system will switch to such payment gateway. Information about the customer's card will be entered at the payment gateway. Therefore, this information will be kept confidential by the payment gateway service provider in accordance with the Company's provisions. Customers before paying via the payment gateway need to read the regulations announced publicly on the payment gateway.

After the payment has been made, the connected system between payment gateway and the Website Chus.vn shall return CHUSVN a data message notifying whether the payment for order is made successfully or not. Base on such data message, CHUSVN will either certify or not certify the Buyer's order.

The payment process occurring on the payment gateway under the high security, which ensure the safety of payment information of Buyer. CHUSVN will assist Customers in providing information about the paid orders to the payment gateway in case of a dispute between two parties.

VI. Protection of Buyer's Personal Information

1. Purposes and scope of collecting information

In the course of providing services, CHUSVN will/may collect personal data about Member in the following cases:

- When Buyer registers/accesses and/or uses our Website;
- when Buyer submits any form, including an application or other form relating to any of our products and services via either online method or otherwise;
- when Buyer enters into any agreement or provides other documents or information relating to Buyer's interaction with us, or when Buyer uses our products and services;
- when Buyer interacts with us, such as through telephone calls (which may be recorded), correspondence, fax, face-to-face meetings, social media platforms, and email;
- when Buyer uses our digital services, or interacts with us through our Platform or Website or our Services. This includes Cookies when Buyer interacts with our platforms or Website;
- when Buyer performs transactions through our Services;
- when Buyer provides feedback or sends complaints to us;
- when Buyer submits its Personal Data to us for any reason.

The Personal Data that Chus.vn may collect includes:

- Full name;
- Email;
- Date of birth;
- Bank account and payment information for orders on the Website;
- Phone number;
- Gender;
- Information sent by or relating to the device(s) used to access our Services or Platform; and

- Any other information about user when user signs in to use our Services or Platform, when user uses the Services or Platform, as well as information about how users uses our Services or Platforms; and aggregated data of the content user uses.

The information collection is for the purpose of serving member's transactions and activities related to the Website. Member will be solely responsible for the confidentiality and storage of all services consumption under his/her registered name, password and email. In addition, member is responsible for promptly notifying CHUSVN about any unauthorized use, abuse, breach of security, retention of the third party's username and password to take appropriate measures.

2. Scope of usage

Chus.vn uses the information provided by Member to:

- Provide services to Member;
- Send notifications on information exchange activities between member and CHUSVN;
- Prevent activities of destroying Member's user account or activities of impersonating Member;
- Contact and deal with Member in special cases;
- Confirm and contact parties related to transactions on the Website; and
- If requested by the law: CHUSVN is responsible for cooperating in providing member's personal information upon request from judicial agencies, including: Procuracy, Court, Investigation Police in connection with any member's illegal act and such disclosure is reasonably necessary to comply with legal processes. In addition, no one has the right to infringe on member's personal information.

3. Duration of information storage

Member's Personal Data will be stored until there is a request to cancel or Member logs in to and performs cancellation. If not, in all cases personal data of Member will be stored and secured on Chus.vn's server.

4. Individuals or organizations that may have access to personal information

Subjects can access personal information of Buyer/Member in one of the following cases:

- CHUSVN Company Limited;

- Sellers signing a contract to perform a part of services provided by CHUSVN, such as delivery service, payment gateway service providers. These Sellers will receive the information as agreed in the contract (a part or all of the information depending on the terms of such contract) to assist users in using services provided by CHUSVN;
- Competent authorities request CHUSVN to provide user's information for the purpose of investigating procedures.

5. *Address of the unit collecting and managing the personal information*

- Unit name: CHUSVN COMPANY LIMITED

Established and operating under the Enterprise Registration Certificate No. 0316713818 firstly issued by the Department of Planning and Investment of Ho Chi Minh City on 09 February 2021.

- Head office address: G-12A17, 12th floor, The Manor Officetel Complex Building, No. 89 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City
- Email: chus@chus.vn

6. *Means and tools for users to access and edit their personal data*

Member has the right to check, update, adjust or cancel his/her personal information by logging in and editing personal information at his/her account.

Member has the right to send a request for account recovery if forgetting password by sending an email to cskh@chus.vn, the Board of Chus.vn will guide Member to recover his/her account. Please note that the Board of Chus.vn will not interfere with the Member's password.

7. *Confidential commitment of Buyer's personal information*

Members' personal information on Chus.vn is committed to be treated as absolutely confidential according to the Personal Information Protection Policy. The collection and use of information of each buyer shall be performed only with the consent of such Buyer, unless otherwise stipulated by law.

Do not use, transfer, provide or disclose to any third party about the member's personal information without the consent of such member.

In the event that the server is attacked by hacker, which causes the loss of member's Personal Data, CHUSVN will be responsible for notifying the case to member as well as the investigating authorities for timely handling.

CHUSVN is entitled to require individuals and organizations as member when registering/buying Products to provide all relevant personal information such as: Full name, contact address, email, identity card, number phone, account number, payment card number..., and take responsibility for the legality of the above information. The Board of Chus.vn is not responsible for nor resolves all claims related to the interests of such member if CHUSVN indicates that the member's personal information provided during the initial registration is inaccurate.

VII. Poor Information Management

1. Membership rules:

Member will be solely responsible for the security and keep all activities usage under their registered name and password. Member is responsible for promptly informing Chus.vn about the illegal use, abuse, breach of security, the retention of registered name and password of the third party to take appropriate measures.

In case Member posts news about products or services in the wrong category, the Board of Chus.vn will send a notification via email and move it to the appropriate category.

Member does not use the service of Chus.vn for illegal, unreasonable, fraudulent, intimidating or illegal information exploration, destruction, creation and spread harmful virus purposes to the system, configure, transmit information of Chus.vn or using its services for speculative purposes, manipulating the market, creating fake orders, offers or even making market's demand prediction. In case of violation, Member must take responsibility for their actions under the applicable law.

Member is not allowed to change, modify, combine, copy, promulgate, distribute, provide and create similar tools of services provided by Chus.vn to a third party without the prior consent of CHUSVN in this Regulation.

Member must not act to discredit CHUSVN and Chus.vn under any form such as causing disunity among members by using their second registered name or through a third party or propagating the information that is not favorable to the reputation of CHUSVN and Chus.vn.

2. Regulation on information posted on Chus.vn

CHUSVN is responsible for checking and approving the information about products and services posted by Seller. CHUSVN will refuse to sell products or services that (i) are prohibited or restricted from running business in accordance with the applicable laws or (ii) fail to comply with other conditions specified in the Seller Contract with each Seller or Policy(s) issued by CHUSVN from time to time.

a. Minimum standards and principles for products posted on Chus.vn

- Stamp/Label - all Products and related accessories should be packed and kept with the stamp/label if possible to ensure that Buyer has evidence to indentify the fake goods or second-hand goods.
- The Product has the required licenses as required by the applicable law and shows no sign of infringing any Intellectual Property Rights of CHUSVN or any third party.
- Seller is responsible for providing product information and all policies on return, refund, warranty, and promotion stated in the product description as well as ensuring the product is always packed properly.
- The Seller is responsible for complying with the regulations on labels of goods circulated in Vietnam and imported goods.

c. List of products banned from trading:

- Wine with alcohol concentration of 15o or higher;
- Cigarettes, cigars and other tobacco products;
- Firecrackers, explosives;
- Narcotic substances;
- Information jammers;
- Outdoor lights;
- Military weapons, special-use military and police equipment, technical facilities, devices and means;
- Dangerous toys, toys harmful to personality and health education for children or to the social security, order and safety (including also electronic games programs);
- Reactionary, depraved or superstitious cultural products or those harmful to aesthetical or personality education;
- Relics, antiques and national treasures belonging to historical and cultural and landscapes sites owned by the entire citizens and by political organizations, socio-political organizations;

- Toxic chemicals; Precursors;
- Cigarettes, cigars and other finished tobacco products imported illegally
- Wild plants and animals;
- Aquatic resources banned from exploitation, aquatic products containing residues of toxic and hazardous substances exceeding the permitted limits, aquatic products with natural toxins dangerous to human life;
- Medicinal drugs of all kinds for human use, vaccines, medical biologicals, cosmetics, insecticidal and and medical use not yet permitted for use in Vietnam;
- Assorted medical instruments and equipment not yet permitted for use in Vietnam;
- Medical cosmetics not yet announced to the competent authorities;
- Purchases of vehicles not having licenses or licenses have been lost (Please note that when the sales and purchases of such vehicles are conducted, it is required to have a third-party to notarize the licenses);
- Sales and purchases of personal information (email, customer list ...).

c. List of products traded with conditions

- For sports equipment used for martial arts, the Seller must be a sports equipment stores or sports equipment manufacturers.
- For sexual items such as condoms, they can be sold in drugstores, except for sex toys and sex items banned from selling.
- For software products such as account, software, ... having copyright, they must be sold by the company with its enterprise registration certificate. Individuals are not allowed to sell this item.

d. CHUSVN will refuse to post advertisements containing the following products and services:

- Using advertisement inartistically, contrary to the Vietnam's history, culture, ethics and traditional customs;

- Using advertisements that offend the prestige, honor and dignity of other organizations and individual;
- Using advertisements that contain other people's pictures, words or text without obtaining their prior consent, unless otherwise permitted by law;
- Advertising incorrectly or causing confusion about the business competence, the ability to provide products, goods and services of organizations and individuals trading and providing such products, goods and services; about the quantity, quality, prices, features, designs, package, brand name, kinds, method of service, warranty duration of the registered or announced products, goods and services;
- Advertising using direct comparison of the prices, quality and efficiency of their products, goods and services to that of the other's products, goods and services of the same kind;
- Advertising using unhealthy competition contents as prescribed by law provisions on competition;
- Using advertisements that violate law provisions on intellectual property.

3. Mechanism for reviewing and controlling information about services of the Board of Chus.vn for products and services posted on the Website:

Seller sends enterprise's information, information about business licenses, production/distribution licenses and certifications for the trading of products and services posted on Chus.vn to the Department of Content Censorship for their authentication.

After Seller creates product information and posts it on the sales panel of Seller, the Department of Content Censorship will verify, re-authenticate the posted content by comparing with the posting regulations and lists of products banned or restricted from trading. When there is any infringing content, the Department of Content Censorship will refuse to post on the Website.

Regarding the censorship of the Buyer's information or information reflected by Buyer, CHUSVN will contact directly such person to verify the information.

When detecting the content of false information, information about the Seller's products/services not as described, the Department of Content Censorship will remove such content and send a warning letter to Seller.

CHUSVN will, at its sole discretion, remove the Seller's products and services if they violate the posting regulations. Services that do not comply with the specified list will be deleted or the Board of Chus.vn moves to another category deemed to be appropriate.

CHUSVN reserves the right to decide on the storage or removal of products and services posted on this Website and will notify Seller.

VIII. Responsibility in case of technical errors

Chus.vn undertakes to ensure the security and stability of the entire technical system by its best efforts. However, in the event of a breakdown due to CHUSVN's fault, CHUSVN will immediately take measures to ensure member's benefits.

When conducting transactions on Chus.vn, it is compulsory that member(s) follow CHUSVN's instructions.

The Board of Chus.vn undertakes to provide the best quality of services to Member participating in transactions. In case of technical errors, software errors or other objective errors that make members unable to participate in the transaction, Member(s) shall notify the Board of Chus.vn at the email address: chus@chus.vn. We will fix such error in the shortest time to create favorable conditions for Member to participate in trading at Chus.vn.

However, the Board of Chus.vn will not be responsible for handling in case where Member's notice does not reach the Board of Chus.vn, where there are technical errors, transmission errors, software or other errors not caused by the Board of Chus.vn.

IX. Rights and obligations of the Board of Chus.vn e-commerce trading floor

1. Rights of the Board of Chus.vn e-commerce trading floor

Chus.vn reserves the right to ask Seller to provide necessary information about its product; adjust product images and descriptions in accordance with the policies and terms in order to post these products on the Website;

Chus.vn has the right to make decisions about the products that Seller wishes to trade on the Website. CHUSVN reserves the right at its sole discretion to refuse any inappropriate or illegal products traded on the Website;

Chus.vn may suspend the provision of a part of or the entire service if Seller delays payment or any dispute with Buyer or CHUSVN;

Chus.vn has the right to receive any payment from the Buyer through the payment gateway of the Website for each successful transaction;

Chus.vn will provide services to the participants after completing the required procedures and conditions mentioned by Chus.vn.

Chus.vn has the right to request information from Seller and request to cooperation in the course of its work.

In case there are grounds to prove that member provides information that is inaccurate, false, incomplete or violates the applicable laws or customs of Vietnam, Chus.vn has the right to refuse, suspend or terminate the Member's right to use CHUSVN's services.

Chus.vn may terminate the membership rights and the right to use one or all services of member and will notify member for a period of at least one (01) month in case the member violates the Regulations of the Chus.vn E-commerce Trading Floor or having behaviors affecting business activities on Chus.vn.

Chus.vn can immediately terminate the right to use services and member's right if CHUSVN finds out that Member is bankrupt, convicted or in the period of carrying a sentence and if such Member continues to perform activities causing Chus.vn legal liabilities, have fraudulent activities or cause market disturbances, disunity destruction to other Member(s) of Chus.vn as well as infringe the applicable laws of Vietnam. In case of termination of membership rights and the right to use services, all certificates and rights of the granted to Member will be automatically invalidated and terminated.

Seller grants CHUSVN the right to use names, logos and related information on marketing materials viewed as a source of reference for work/joint ventures provided by CHUSVN, and to publish and publicize all progress and cooperation in the Contract, provided that trading secrets or business information are not disclosed without Seller's consent.

Chus.vn holds the copyright to use services and contents on Chus.vn in accordance with the Vietnamese laws on intellectual property protection. All symbolism, contents in different languages are owned by Chus.vn. All acts of copying, using and illegally promulgating the above rights are strictly forbidden.

Chus.vn reserves the right to change service rates and payment methods during the period of providing services to Member according to the needs and capacity of Chus.vn and will notify members within the period of one (01) month in advance.

CHUSVN has the right to be paid in full and on time according to the signed contract. Also, Chus.vn has the right to demand remedy and compensation when Seller breaches any of its obligations under the Seller Contract and/or causes damage to CHUSVN.

CHUSVN reserves the right to carry out all marketing activities such as flyers, posters, banners and trade promotion campaigns at Seller's business location and use the Seller's name in promotion activities.

2. Obligations and responsibilities of the Board of Chus.vn e-commerce trading floor

Chus.vn needs to ensure that the Website is operated legally and the related Certificates and Licenses are issued in accordance with the law.

Chus.vn is obliged to provide technical support and answer the Seller's inquiries quickly and professionally with expertise, professional skills and knowledge within the scope relating to transactions on the Website; assist Seller in Website's features on request.

Chus.vn is responsible for building and implementing a "mechanism of examination and monitoring to ensure the Seller's information provided on the e-commerce trading floor is correct and adequate" according to the Article 36.4 of Decree 52/2013/ND-CP. Ensure that Website will be operated and maintained with the national quality standards of Vietnam and meet the services provided under the terms of the seller contract.

Chus.vn is responsible for building several major work such as: researching, designing, purchasing hardware and software equipment, connecting to the Internet, building policies to serve Chus.vn's activities within permissible conditions and scopes. Chus.vn will implement and cooperate with Seller in building a system of services, utility tools for trading purposes of member on Chus.vn.

Chus.vn is responsible for acting as an intermediary in reconciliation if there is a dispute between Seller and Buyer. Chus.vn will receive feedback and complaints from Buyer and check the content of feedbacks and complaints. If assuming that these feedbacks are correct, Chus.vn will ask Seller to explain such information. Depending on the level of violations, Chus.vn e-commerce trading floor will have a solution to request Seller to compensate Buyer.

CHUSVN will remove from Chus.vn the information infringing the intellectual property rights and other illegal services when detecting or receiving an authentic feedback on these information.

CHUSVN prevent and remove all sales information, services specified on the list of services banned from business in accordance with the law and services restricted to business or services, business services with conditions on Chus.vn.

Chus.vn will try its best efforts in possible conditions and scope to maintain the normal operation of Chus.vn and fix errors according to the terms and conditions of the Seller Contract. However, if the above incidents occur beyond control, which includes force majeure cases such as natural disasters or epidemics causing damage to member, CHUSVN shall not be jointly responsible.

CHUSVN will provide invoices or tax documents of the commission paid in full by Seller together with CHUSVN's monthly reconciliation minutes if requested by Seller. Invoices must be provided within 5 working days after all of the above conditions are satisfied.

Cooperate with Seller to resolve disputes between Buyer and Seller related to complaints arising in the process of providing products and services through Chus.vn e-commerce trading floor; Refund service fees and guarantee Buyer's interests by refunding

fees/exchanging services if it is determined that the fault was made by Seller. CHUSVN will require Seller to be obliged to compensate for the loss of Member if there is a Seller's fault.

CHUSVN will not share more than necessary information about Buyer's personal data with Seller such as surname, name, avatar, phone number and other statistics. In the event of any matter with the Buyer, the parties understand that CHUSVN is not responsible for verifying Buyer because the Website is a user-friendly interface that is easy to access and attract a large number of concerning communities. However, CHUSVN will use reasonable efforts to cooperate with Seller and competent authorities if stipulated by Vietnamese laws.

X. Rights and responsibilities of Seller

1. *The Right of Seller*

After signing the Seller Contract, Seller is allowed to create a booth and sell products/services through Chus.vn. Then, Seller will be granted an account to post information about their products/services on Chus.vn.

Seller will be trained some necessary skills to manage their account on Chus.vn through the supporting call center or email of Customer Service Department.

Seller can have access to Seller's account from time to time to track activities; and use the features and tool on the Website for the purpose of providing and introducing products.

Seller is entitled to preferential policies set by the Board of Chus.vn during its operation.

2. *Responsibilities of Seller*

Seller must provide full information such as company's name, ID/ tax number, business lines, Website (if any),... to the Board of Chus.vn.

Seller is responsible for providing CHUSVN with a copy of the enterprise registration certificate. In case Seller is the owner of a brand name or an authorized agent of the investor, Seller is responsible for providing one (01) copy of the agency contract or written distribution authorization or authorization letter of such investor.

Seller must undertake that all information and documents provided are accurate and must be originals or certified copies from the local authorities.

Seller is responsible for posting accurate images, prices, supporting policies (if any).... in a specific and clear way.

Seller provides the complete and accurate information posted on the Website and takes responsibility for any consequences caused by providing false information.

Products of Seller selling on the Website must meet the business conditions, quality and others under the applicable law.

Any abuse of Seller (such as intentionally not adding an order to the system, increasing or decreasing service fees without notice to CHUSVN and Buyer, not use CHUSVN's system or Seller makes a separated discount for Buyer without going through the Website ...) will lead to the termination of the contract and the imposition of a penalty (plus in the case where there is an evidence proving that Seller has a separated discount for the Buyer).

For any order yet added by Seller to the transaction system leads to a conflict in Buyer's order using Chus.vn, Seller will have to prioritize users of Chus.vn.

Seller must ensure the quantity and quality of the committed services on the Website, adjust and improve upon Buyer's feedback through the Website, and takes all liability related to the supplied goods.

Seller is responsible for resolving complaints or disputes against Buyer; receive and resolve requests, complaints and claims related to products on the Website, in case of requests, complaints recorded on the Website or in the case of the Board of Chus.vn submit inquiries, complaints and claims about Sellers' products;

Seller undertakes to resolve all Buyer's complaints regarding Seller's Products upon on the basis of goodwill and cooperation;

Seller will waive CHUSVN from all complaints and claims relating to Seller's products;

Seller is not allowed to transfer or assign its obligations below without CHUSVN's written consent;

Seller will waive CHUSVN and compensate CHUSVN and/or CHUSVN's dependents units for any loss resulting from product or service quality and/or Seller's violation due to the failure of complying with applicable laws and affecting the operations of CHUSVN, sanctioning decisions of competent authorities;

Seller undertakes to comply with all local regulations regarding the provision of trading services.

Service Seller must comply with CHUSVN's working hours, in case of any change in working schedule due to holidays or special events, Seller must notify on Chus.vn floor within 48 hours in advance before making a change of schedule.

Payment between Seller and CHUSVN for each order: service payment is made in cash or based on terms as agreed by the parties. Buyer will make payment to Chus.vn by the existing payment forms of Website and Chus.vn will update to the system and then make the payment to Seller after deducting the commission for CHUSVN.

Cooperate with CHUSVN to resolve disputes between Buyer and Seller about complaints in the process of participating in transactions via Chus.vn. Seller is obliged to compensate Buyer for damages caused by Seller when the identified fault belongs to Seller.

Seller needs to comply with the laws on payment, advertising, promotion, protection of intellectual property rights, protection of consumer rights and other relevant laws when selling goods or providing services on Chus.vn.

Seller is responsible for fulfilling the tax obligations in accordance with the laws.

XI. Rights and responsibilities of Buyer participating in Chus.vn e-commerce trading floor

1. Buyer's Rights

Buyer is entitled to register to create an account and be approved by administrators of Chus.vn. The account includes a private username and password to log into Chus.vn and use for the management of Buyer's transactions at Chus.vn such as online orders and online payment on Chus.vn.

Buyers will be guided by CHUSVN's staff to use the tools and features for ordering and using other services on Chus.vn.

Buyer has the right to give feedback to CHUSVN during the operation. Feedbacks are sent directly by mail, fax or email to CHUSVN; maintains communication with CHUSVN in a prompt and uninterrupted manner for the operation of services.

Receiving invoice issued by CHUSVN's Seller when paying full fee for the ordered goods through Chus.vn.

2. Buyer's Obligations

Buyer will be solely responsible for the security, storage and use of the service under his/her registered name, password and email box.

Buyer is responsible for promptly inform CHUSVN of any unauthorized use, abuse, breach of security, and any act of keeping his/her registered name and password for the two parties to cooperate in handling. In the event that communication or cooperation with the Seller cannot be met appropriately, CHUSVN is not responsible for any claims of damages occurring.

Buyer undertakes that the information provided to CHUSVN and posted on Chus.vn is correct.

Buyer undertakes, agrees not to use the service of Chus.vn for illegal, unreasonable, fraudulent, intimidating or illegal information exploration, destruction, creation and spread harmful virus purposes to the system, configure, transmit information of Chus.vn or using its services for speculative purposes, manipulating the market, creating fake orders, offers or even making market's demand prediction. In case of violation, Buyer must take responsibility for his/her actions under the laws.

Buyer undertakes not to change, adjust, copy, transmit, distribute, provide and create similar tools of the service provided by CHUSVN to a third party without the consent of CHUSVN in this Regulation.

Buyer must not act to discredit CHUSVN in any form such as wrecking disunity among Buyer(s) by using the second registered name, through a third party or propagating or promulgating information which is not conducive to CHUSVN's reputation.

Buyer seriously complies and undertakes to payment obligations and other obligations in accordance with the terms of Chus.vn.

Buyer complies with the agreements with CHUSVN on the Website. Buyer undertakes not to use other systems/solutions/Website/software which may cause directly interest conflicts to CHUSVN.

XII. Applicable terms

Chus.vn reserves the rights to change this Regulation by informing Seller and Buyer. The Member's continuous use of the service after the amended Regulation is published and enforced means that such Member has accepted this amended Regulation.

This Regulation will be constantly updated and supplemented on Chus.vn and notified within 5 working days before the implementation/effective day. Seller and Buyer who are Members of Chus.vn are responsible for complying with the current Regulation when trading on the Website.

XIII. Commitment terms

When using Chus.vn e-commerce trading floor as online purchases and sales transaction, it means that related parties have agreed to comply with this Regulation.

If Buyer has any inquiries, please contact Chus.vn e-commerce trading floor with the information below

Supporting Buyer

- Chus.vn e-commerce trading floor
- Address: G-12A17, Floor 12, The Manor Officetel Complex Building, No. 89 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City
- Phone: 0906732906 Email: cskh@chus.vn